Frequently Asked Questions

How many attempts do I get to achieve a pass for an Online Theory Assessment?

You will have 3 attempts.

What percentage rate is a pass for an assessment?

Successfully achieve a 90% total for the specific assessment

What do I do if I fail an attempt on Online Theory Assessment

If it is a failed **first** attempt – review course resource material or speak to an SME on the questions that were incorrect and proceed to the second attempt

If it is a failed **second** attempt – discuss with your supervisor to determine next actions before attempting third and final attempt

If it is a failed **third** attempt – you will need to advise your supervisor of the third and final attempt failure. The relevant authorisation will be <u>revoked</u> in the system. If the failed authorisation is a prerequisite to other Switching / Access authorisations they will also be <u>Suspended</u>.

Can I still perform Switching and Access activities if I fail a third attempt on an online theory assessment?

No, not for the authorisation that is relevant to the failed online theory assessment. If the failed authorisation (e.g. Safe Entry) is a pre-requisite to other authorisations (e.g. Individual of a Workgroup), then these authorisations will also be suspended and cannot be utilised.

How do I get my authorisation back if my switching and access authorisation is revoked due to failing a third attempt?

The authorisation relevant to the failed third attempt will require you to complete ALL requirements for initial training (including competency portfolio and infield evaluation where required) for that discipline. Your leader will nominate you for initial training via aXcelerate (tech training).

How do I get my authorisation back if my associated switching authorisations have also been suspended?

Once the initial training is successful and the revoked authorisation is reinstated, all suspended authorisations will also be reinstated.

What if I have other components of reauthorisation (evidence logs and infield evaluation) that need to be completed if my authorisations have been suspended (e.g. switching operator lines) and need to reauthorise these disciplines by the end of the year.

You will need to wait until the initial training is complete for the revoked authorisation and the new authorisation is issued. Once the new authorisation has been issued, all suspended authorisation/s will also be reinstated which will allow you to complete all outstanding requirements for reauthorisation.

If reauthorisation is required and initial training (for the revoked authorisation) cannot be achieved before the end of the three-year expiry, your suspended authorisations will expire and will remain expired until initial training for the revoked authorisation is complete. Once the new authorisation is issued, you will need to be accompanied by a Field Verification and Compliance Officer who will be the authorised person overseeing any experience logs and or infield evaluation requirements for reauthorisation for the associated suspended authorisation/s. This will require approval by via your contract representative.

What is the notification process for a failed online assessment?

Candidates are responsible to inform their leader of the outcome of the online assessment to ensure that timely information is provided to leaders. There will be a report of unsuccessful assessments available weekly to provide information to leaders.

Who gets notified of an unsuccessful third attempt?

If a candidate is not successful on third attempt, the candidates leader and manager are notified via email the following day. This is due to the information being available overnight in reporting.

If I am an external candidate, who needs to approve my retraining?

For external candidates, please contact your manager / supervisor for approval. This is to be sent to your Energy Queensland contract representative for written approval. Once approval has been received, please upload with the training request.